

Consumer Affairs Agencies

Division of Banks

Division of Insurance

Division of Professional Licensure

*Department of
Telecommunications and Cable*

Division of Standards

State Racing Commission

Massachusetts Office of Consumer Affairs & Business Regulation

CONSUMER ADVISORY

The Massachusetts Motor Vehicle “Lemon Law” Know Your Rights!

The Office of Consumer Affairs and Business Regulation wants consumers to be familiar with their rights and the free arbitration program available to them if their new or used car turns out to be a “lemon.”

Protect your investment by keeping complete records of all repairs.

Your new vehicle may qualify for replacement or for a refund under the New Vehicle Lemon Law if it was in for repairs three or more times during the term of protection (one year or 15,000 miles from the date of original delivery) for the same substantial defect and still is not fixed. You may also be eligible if your vehicle was out of service for 15 or more business days for repair of any number of substantial defects and still malfunctions.

The Used Vehicle Lemon Law requires a written warranty that protects buyers against defects that impair the use and/or safety of a vehicle with up to 125,000 miles. The dealer warranty cannot be waived—the dealer must give you a signed, dated, and correct copy of the warranty at the time of purchase.

You may be entitled to a refund if, within the warranty period, a defect that impairs the use or safety of a vehicle cannot be repaired after three repair attempts for the same defect. You may also be eligible if a vehicle is out of service for repair of multiple defects for a total of 11 or more business days.

The Lemon Law provides for arbitration if both parties cannot agree that the standards for a refund have been met. The arbitration program offered by the Office of Consumer Affairs and Business Regulation is free and gets results. After acceptance of a request for arbitration, a formal decision is generally issued within 45 days. A request for arbitration must be received within 18 months of a new car purchase or within six months of a purchasing a used car.

Consumers may also bring a civil action in court and, in addition to other relief, may be entitled to recover reasonable attorneys' fees and all court costs. For more information about the Lemon Law, please contact the Office of Consumer Affairs and Business Regulation Hotline toll-free at (888) 283-3757 or visit us online at www.mass.gov/consumer.

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